

Format No. TRAI/CoS/CMTS/3 - PMR

Quarterly Performance Monitoring Report (PMR) on Quality of Service of Cellular Mobile Telephone service - Customer Services : CDMA Services

Report for quarter ending : Jun-2013

Name of the Service Provider : Tata Teleservices Limited & Tata Teleservices (Maharashtra) Limited

Name of Regulations : The standards of Quality of Service of Basic Telephone service (Wireline) and Cellular Mobile Telephone Services Regulations, 2009 (7 of 2009)

Customer Service Quality Parameters																				
Name of Service Area	Metering and Billing												Response time to the customer for assistance				Termination / closure of service			
	Metering and billing credibility - post paid	No. of bills issued during the period	No. of bills disputed including billing complaints during the period	Metering and billing credibility - pre paid	No. of charging / credit / validity complaints during the month	Total no. of pre-paid customers -Jun-13	Resolution of billing/charging/validity complaints	No. of billing/post paid) and charging, credit/validity (pre paid) complaints resolved within 4 weeks during the month	Total no. of billing (post paid) and charging, credit / validity (pre paid) complaints received during the month	No. of billing complaints (post paid) and charging, credit/ validity complaints (pre paid) resolved in favour of the customer during the month	No. of complaints disposed on account of not considered as valid complaints during the month	Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints	Accessibility of call centre/ customer care	Total no. of call attempts to call centre / customer care nos. during TCBH (Note)	No. of calls connected and answered successfully to call centre / customer care nos. during TCBH (Note)	Percentage of calls answered by the operators (voice to voice) within 60 seconds	%age requests for Termination / Closure of service complied within 7 days	Total No. of requests for Termination / Closure of service received during the month	No. of requests for Termination / Closure of service complied within 7 days during the month	Time taken for refund of deposits after closures
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21
Target	≤ 0.1%			≤ 0.1%			100% within 4 weeks					within 1 week of resolution of complaint	≥ 95%			≥ 90%	100% within 7 days			100% within 60 days
AP	0.00%	797622	1351	0.00%	333	1613654	100%	1684	1684	3	1681	100%	99%	161660	160465	88.09%	100%	14513	14513	100%
ASS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
BR	0.00%	172293	138	0.00%	274	1244988	100%	412	412	130	282	100%	100%	228394	227720	91.00%	100%	1917	1917	100%
CH	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
DL	0.00%	1147539	4738	0.00%	858	3376638	100%	5596	5596	129	5467	100%	99%	799952	791684	94.44%	100%	26861	26861	100%
GJ	0.00%	387286	806	0.00%	32	439070	100%	838	838	3	835	100%	96%	125760	121349	92.69%	100%	11377	11377	100%
HR	0.00%	140895	714	0.00%	146	610398	100%	860	860	0	860	100%	97%	111697	108413	96.10%	100%	2475	2475	100%
HP	0.00%	35453	57	0.00%	9	73969	100%	66	66	0	66	100%	97%	12922	12563	97.03%	100%	940	940	100%
J&K	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
KOL	0.00%	391540	86	0.00%	97	567680	100%	183	183	6	177	100%	100%	156424	155849	93.73%	100%	10814	10814	100%
KTK	0.00%	381201	489	0.00%	12	466794	100%	501	501	2	499	100%	100%	110015	109654	95.92%	100%	11837	11837	100%
KR	0.00%	189746	417	0.00%	15	224150	100%	432	432	0	432	100%	99%	47438	47171	95.95%	100%	4060	4060	100%
MP	0.00%	112635	177	0.00%	233	521146	100%	410	410	0	410	100%	99%	169849	167467	95.29%	100%	4233	4233	100%
MH	0.00%	469347	1112	0.00%	42	2334044	100%	1154	1154	8	1146	100%	99%	409286	405596	94.16%	100%	10461	10461	100%
Mum	0.00%	582477	523	0.00%	18	1122729	100%	541	541	0	541	100%	100%	236965	236054	93.85%	100%	12426	12426	100%
NE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PB	0.00%	295319	615	0.00%	77	535447	100%	692	692	1	691	100%	99%	91040	90544	96.43%	100%	9217	9217	100%
OR	0.00%	68760	44	0.00%	44	285643	100%	88	88	1	87	100%	100%	53748	53658	94.76%	100%	1138	1138	100%
RJ	0.00%	219422	378	0.00%	272	899756	100%	650	650	7	643	100%	100%	186231	185523	96.44%	100%	3239	3239	100%
TN	0.00%	406160	1402	0.00%	18	318735	100%	1420	1420	3	1417	100%	99%	410715	407996	95.65%	100%	9946	9946	100%
UP-E	0.00%	146145	106	0.00%	36	464804	100%	142	142	0	142	100%	99%	159678	158063	95.70%	100%	3476	3476	100%
UP-W	0.00%	187233	169	0.00%	82	1021854	100%	251	251	8	243	100%	99%	274651	272241	96.65%	100%	4555	4555	100%
WB	0.00%	42766	415	0.00%	37	261573	100%	452	452	9	443	100%	96%	81633	78354	83.80%	100%	808	808	100%

NOTE : TCBH - Reference in Column no. 15 & 16 is to be identified measuring the traffic load/calls in the Call Centre/Customer Care

Signature, Name and Designation of the Authorised Signatory :

E-mail Address :

Mobile / Telephone No. :

COMPLIANCE STATEMENT : CDMA SERVICES

Sl.No.	Parameter	TRAI Benchmark	Circles	%age of Achievement of TTL for Quarter Ending Jun-13	Reason for not meeting the parameter	Action taken
1	Percentage of calls answered by the operators (voice to voice) within 60 seconds	≥ 90%	AP	88.09%	1) In June we experienced network down time on the 20th & 21st June (unable to make o/g calls/sms) barring these days TRAI answering level 60 sec met. 2) High call volumes due to change in base tariff and STVs.	1) Additional Capacities have been worked out with the partners to mitigate any impact on TRAI Key performance indicator and same are in implementation stage.
			RW	83.80%		